SYSTEMS ADMINISTRATOR

DEFINITION
Under general supervision, to plan, organize, oversee and perform activities related to the development, implementation and utilization of software applications and database management systems; to perform highly technical and complex work on installing, managing, programming, tuning and securing software applications and database systems; to act as an advisor to the Information Services division and user departments in order to maintain existing and develop future software and database applications; to coordinate the work of subordinate staff as assigned; to provide direct administrative and technical support to division manager; to provide level 2 and level 3 help desk support activities; and to perform related work as assigned.

CLASS CHARACTERISTICS
This is the lead supervisory level class with responsibility for supporting current and future software applications and database systems deployed by the City. The incumbent must exercise independent judgment and discretion in determining the optimum strategy for software application and data base development and in providing support to operating and user staff.

EXAMPLE OF DUTIES (Illustrative only):
- Provides lead supervision to assigned staff including assigning, directing and evaluating work.
- Performs complex configuration, modification, testing, and implementation of vendor software; develops, coordinates and implements plans to test business and functional processes during system development and testing.
- Provides budget recommendations to division manager; assists in budget preparation and administration; prepares cost estimates for the division's budget; monitors and controls expenditures in assigned areas of responsibility.
- Assists with the installation of new and existing software; ensures training of staff in the use of new and existing software.
- Assists the division manager in the oversight and management of specific division programs.
- Conducts systems analysis; develops business and technical requirements; designs functional and technical specifications; writes source code; tests application. Assists in the planning and coordination from legacy systems and the implementation of ongoing maintenance of new computer systems.
- Performs technical and functional troubleshooting and on-call support; installs and tests upgrades and system patches; tracks problems and requests for system enhancements and upgrades and resolve problems as they occur.
- Installs, configures, and maintains SQL server, including capacity planning, installation and configuration of SQL management tool and client uses
- Provides support for specific department applications; tests programs and applications from user's perspective.

- Acts as a technical resource for staff; identifies and suggests alternatives and recommends process changes through information systems; assists in identifying potential and required changes to business processes and/or procedures.
- Participates in defining requirements, development, design, and validation of new automated computer systems.
- Supports and performs conversion related activities.
- Develops custom reports.
- Creates and maintains users, user permissions, system privileges, passwords and other administrative tasks; monitors logs and files for evidence of problems and system issues; performs necessary backup/recovery activities at scheduled times.
- Provides a wide variety of technical user support for all assigned applications
- Serves as primary liaison between the City and software vendors; serves as primary point of contact for City staff for any assigned software projects
- Consults with end users and/or vendors to verify project objectives are meeting standards.
- Designs, writes, tests, and documents a variety of computer programs/report-writers using applicable programming languages.
- Participates in the design of all required system interfaces and reviews and monitors vendors' work.
- Provides for the security of operating systems, desktop applications, enterprise applications, and database systems.
- Prepares staff studies and recommendations as directed; provides general technical assistance to division manager.
- Prepares and/or develops comprehensive written reports; maintains complete files, records and documentation of work performed.
- Serves as liaison with other divisions, departments or program representatives; responds to inquiries from outside agencies regarding City activities.
- Develops and maintains technical expertise in assigned areas including awareness of current hardware, software, laws, regulations and rules.
- Attends meetings and may serve on various committees or boards relative to division activities.
- May coordinate programs which cross division or department lines.

QUALIFICATIONS

Knowledge of

- Principles, practices, techniques and methods of computer hardware and software applications
- PC operations and networks; Microsoft database applications, Excel, and MS Office
- Principles, practices, techniques and methods of LAN applications and operations
- Computer hardware, software, major operating systems and data communications.
- Web-based application development and database integration.
- Technical support techniques.

- Current computer industry technology, practices and trends, including system development and administration.
- Principles and practices of systems analysis and programming.
- Principles and practices of project management.
- Basic public sector budgetary principles and practices.
- Pertinent laws, rules, and regulations affecting the activities of City government.
- Basic principles and practices of supervision.
- Correct English usage, grammar, spelling, punctuation

Skill in
- Analyzing complex requirements and procedures to determine the technical data base requirements of applications analysts and users.
- Developing standards and procedures to be used by others to efficiently utilize data base facilities.
- Analyzing users' requests and needs and applying appropriate guidelines and resources to resolve
- Providing technical expertise and knowledge leadership in the design, implementation, and maintenance of database management systems
- Optimizing existing data access and availability
- Troubleshooting and accurately diagnosing a wide variety of software, hardware and LAN problems
- Designing and programming a variety of database and specialized software utilizing standard programming languages
- Installing and performing routine maintenance on various computer and network equipment.
- Communicating effectively and explaining software usage to computer users of all skill levels.
- Responding appropriately, effectively and promptly to the needs of internal and external customers using principles of good customer service.
- Training and instructing others in work procedures.
- Utilizing discretion in the handling and disclosure of confidential information.
- Organizing and setting priorities for a variety of projects and tasks in an effective and efficient manner to ensure meeting of deadlines.
- Preparing clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Planning, assigning, directing and reviewing the work of others.
- Establishing and maintaining a variety of filing, record keeping and tracking systems.
- Communicating clearly and concisely both orally and in writing.
- Exercising sound independent judgment within established guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to a Bachelor's degree with major coursework in MIS, business, management, or a closely related field, and four years of progressively responsible experience performing application and database support activities two years of which must include support of a SQL database system. In addition, one year of the required experience must have included the supervision of technical staff preferably in a public agency.

LICENSES AND CERTIFICATES

Possession of a valid California driver's license.
MCSE or equivalent is highly desirable.

PHYSICAL DEMANDS

Mobility to work in a standard office environment, use standard office equipment and attend off-site meetings. On an intermittent basis, sit at a desk for long periods of time; intermittently walk, stand, bend, squat, kneel, twist and reach while performing installation/maintenance duties; lift light to moderate weights. Manual dexterity to use standard office equipment, supplies and small hand tools, and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone.

FLSA: E

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.